

Subject: Fwd: +ADw-EXT+AD4-Auto point non existent support re GLB addendum request for Fields Auto Group
From: Jane Copeland <jane@apinet.com>
Date: 6/12/23, 7:31 AM
To: Robert Oteri <robert@apinet.com>
CC: Charles Willgren <charles@apinet.com>

Jane

Begin forwarded message:

From: Jane Copeland <Jane@apinet.com>
Date: June 8, 2023 at 3:17:57 PM CDT
To: "Moebest, Will" <will.moebest@solera.com>, "Bellows, Lori" <Lori.Bellows@solera.com>, "Cline, Chris" <Chris.Cline@solera.com>, "Decesare, Michele" <Michele.Decesare@solera.com>
Subject: RE: +ADw-EXT+AD4-Auto point non existent support re GLB addendum request for Fields Auto Group
Reply-To: jane@apinet.com

Hello, **URGENT REQUEST FOR RESPONSE TO OUR GLB ADDENDUM REQUEST**

Thank you for your prompt attention to this matter. If you have questions please feel free to call me at 512.657.4691

As a valued vendor of the Fields Auto Group family of dealers, we need to ensure our vendors are in compliance with the new Federal Trade Commission's GLB Safeguards Act revisions set to go into effect on June 9th, 2023.

These revisions require us, a Dealer designated as a financial institution, to ensure our vendors are in compliance with these new guidelines. We have developed an addendum to existing Vendor Service Agreements and a Risk Assessment for this purpose. These two documents are prepopulated with the Fields Auto Group stores you provide products and services to.

A qualified individual from your company must complete and submit the Addendum and Risk Assessment. If you are not the qualified individual to complete these documents, please forward this email to that person as soon as possible.

We sincerely appreciate your attention to this request. We are committed to the security and privacy of our customers personal information and look forward to working with our vendors to ensure it remains a top priority. The unique links for your digital documents can be found below.

Vendor Addendum: <https://comserver.apinet.com/fields-compliance/?d=ngcvg>

Risk Assessment: <https://comserver.apinet.com/fields-compliance/risks/?d=ngcvg>

Please don't hesitate to reach out with any questions you have.

Sincerely,
Robert Oteri



Robert Oteri
Security Planning Team

API International, Inc.
Fields Auto Group
Mobile: (805) 236-2479
securityplanning@apinet.com

-----Original Message-----

From: Moebest, Will
Sent: Thursday, June 8, 2023 3:04 PM
To: Jane Copeland ; Bellows, Lori ; Cline, Chris ; Decesare, Michele
Subject: RE: Auto point non existent support re GLB addendum request for Fields Auto Group

Hi Team,

I just saw this come through; I think Jane could use some help with a risk assessment.

Could you all give me a hand getting this into the right persons hands?

Thanks,
Will

Internal

-----Original Message-----

From: Jane Copeland <jane@apinet.com>
Sent: Thursday, June 8, 2023 2:59 PM
To: Moebest, Will <will.moebest@solera.com>
Subject: <EXT>Auto point non existent support re GLB addendum request for Fields Auto Group

Will,

Despite multiple attempts to contact someone who can respond to our GLB addendum and risk assessment request we are still empty handed.

We called Autopoint support and find the people answering the phones don't know anything. I was lucky to get a phone number which worked for Somers. However, the automated operator was completely useless and I couldn't reach a single person after making six separate calls.

How does anyone do business with your company if they can't speak to anyone?

Would you be kind enough to respond to me directly or direct me to someone who can help me.

If we don't receive a response by 10:00 AM CDT tomorrow the use of Autopoint at all Fields Automotive Dealerships in Illinois, Wisconsin, Florida and North Carolina will be placed in review and could be canceled for non-response.

Feel free to call me at 512.657.4691 at your convenience

Thank you
Jane Copeland
Fields Auto Group Security Team